

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: ELECTRIC DELIVERY RELIABILITY	DOCKET NO. RMU-02-3
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ORDER COMMENCING RULE MAKING

(Issued February 4, 2002)

Pursuant to the authority of Iowa Code §§ 17A.4, 476.1, 476.2, 476.1A, 476.8, 478.1, 478.3, 478.4, 478.12, and 478.18, the Utilities Board proposes to adopt the rules attached hereto and incorporated by reference. These rules amend 199 IAC chapters 20 and 25 to enhance the Board's oversight of electric delivery system reliability. The reasons for proposing these rules are set forth in the attached notice of intended action.

IT IS THEREFORE ORDERED:

1. A rule making proceeding, identified as Docket No. RMU-02-3, is commenced for purposes of receiving comments upon the proposed rules attached to this order.

2. The Executive Secretary is directed to submit for publication in the Iowa Administrative Bulletin a notice in the form attached to and incorporated by reference in this order.

UTILITIES BOARD

/s/ Diane Munns

/s/ Mark O. Lambert

ATTEST:

/s/ Judi K. Cooper
Executive Secretary

Dated at Des Moines, Iowa, this 4th day of February, 2002.

UTILITIES DIVISION [199]

Notice of Intended Action

Pursuant to Iowa Code sections 17A.4, 476.1, 476.1A, 476.8, 478.1, 478.3, 478.4, 478.12, and 478.18 Utilities Board (Board) gives notice that on February 4, 2002, the Board issued an order in Docket No. RMU-02-3, In re: Electric Delivery Reliability. The Board is proposing extensive amendments to current 199 IAC chapters 20 and 25 to maintain or improve electric distribution reliability as the electric industry continues to evolve.

The proposed amendments are the end-result of an inquiry initiated by the Board on November 1, 2000, identified as Docket No. INU-00-4, into electric delivery system reliability. The inquiry focused on such issues as duration and frequency of outages, power quality, customer satisfaction, and public safety. Twenty-two organizational entities, including investor-owned utilities, electric cooperatives, municipal utilities, industrial interests, and labor groups, participated in the inquiry. The Board will not detail the reasons for adopting the proposed rules here because these have been delineated in the exhaustive staff report dated December 2001 entitled, "Report on Electric Delivery Reliability Inquiry, A Staff Analysis, Docket No. INU-00-4." That report has been made available to all inquiry participants and is available at the Board's website,

http://www.state.ia.us/government/com/util/docs/noi004/noi004_report.pdf. The report is also available in hard copy for review or purchase at the Board's Records Center, 350 Maple Street, Des Moines, Iowa 50319; telephone 515-281-6240.

While the Board is proposing most of the amendments contained in the staff report, the Board is not adopting all the recommendations contained in the report. The Board at this time is not proposing any rules regarding annual reporting of results of electric utilities' customer satisfaction surveys. The Board is concerned that survey information, including the questions posed, can be easily manipulated and that therefore the results would be of little value.

Pursuant to Iowa Code sections 17A.4(1)"a" and "b," any interested person may file a written statement of position pertaining to the proposed amendments. The statement must be filed on or before March 26, 2002, by filing an original and ten copies in a form substantially complying with 199 IAC 2.2(2). All written statements should clearly state the author's name and address and should make specific reference to this docket. All communications should be directed to the Executive Secretary, Utilities Board, 350 Maple Street, Des Moines, Iowa 50319-0069.

A public hearing to receive comments on the proposed amendments will be held at 9 a.m. on April 30, 2002, in the Board's hearing room at the address listed above. The Board does not find it necessary to propose a separate waiver provision in this rule making. The Board's general waiver provision in 199 IAC 1.3 is applicable to these rules.

These amendments are intended to implement Iowa Code sections 476.1, 476.2, 476.1A, 476.8, 478.1, 478.3, 478.4, 478.12, and 478.18.

The following amendments are proposed.

Item 1. Delete **199—20.2(5)“c”(476)** and renumber "d" through "k" as "c" through "j."

Item 2. Amend **199—20.5(2)(476)** by adding "h" and "i" as follows:

h. IEEE Standard 1159-1995, IEEE Recommended Practice for Monitoring Electric Power Quality or any successor standard.

i. IEEE Standard 519-1992, IEEE Recommended Practices and Requirements for Harmonic Control in Electric Power Systems or its successor standard.

Item 3. Delete **199—20.5(4)(476)** and renumber **199—20.5(5)(476)** as **20.5(4)(476)**.

Item 4. Delete **199—20.7(11)(476)** and renumber **199-20.7(13)(476)** as **20.7(11)(476)**.

Item 5. Delete **199-20.7(12)(476)** and replace with new **20.7(12)(476)** as follows:

20.7(12) Power quality monitoring. Each utility shall investigate power quality complaints from its customers and determine the cause of the problem on the utility's systems. In addressing these problems, each utility shall implement to the extent reasonably practical the practices outlined in the standard given at 20.5(2)"h."

Item 6. Add new **199—20.7(13)(476)** as follows:

20.7(13) Harmonics. A harmonic is a sinusoidal component of the 60 cycles per second fundamental wave having a frequency that is an integral multiple of the fundamental frequency. When excessive harmonics problems arise, each electric utility shall investigate and take actions to cure the problem. In addressing harmonics problems, the utility and the customer shall implement to the extent practicable and in conformance with prudent operation the practices outlined in the standard at 20.5(2)"i."

Item 7. Add new rule **199—20.18(476,478)** as follows:

199— 20.18 Service reliability requirements for electric utilities

20.18(1) *Applicability.* Section 20.18 is applicable to investor-owned electric utilities and electric cooperative corporations and associations operating within the state of Iowa subject to chapter 476 and to the construction, operation, and maintenance of electric transmission lines by electric utilities as defined in subrule 20.18(4) to the extent provided in chapter 478.

20.18(2) *Purpose and scope.* Reliable electric service is of high importance to the health, safety, and welfare of the citizens of Iowa. The purpose of section 20.18 is to adopt rules and regulations for assessing the reliability of the transmission and distribution systems and facilities that are under the board's jurisdiction. This includes establishing reporting requirements to provide consumers, the board, and electric utilities with methodology for monitoring reliability and ensuring quality of electric service within an electric utility's operating area. These rules adopt definitions and requirements for maintenance of interruption data, retention of records, and report filing.

20.18(3) *General obligations.*

a. Each electric utility shall make reasonable efforts to avoid and prevent interruptions of service. However, when interruptions occur, service shall be reestablished within the shortest time practicable, consistent with safety.

b. The electric utility's electrical transmission and distribution facilities shall be designed, constructed, maintained, and electrically reinforced and supplemented as

required to reliably perform the power delivery burden placed upon them in the storm and traffic hazard environment in which they are located.

c. Each electric utility shall carry on an effective preventive maintenance program and shall be capable of emergency repair work on a scale which its storm and traffic damage record indicates as appropriate to its scope of operations and to the physical condition of its transmission and distribution facilities.

d. In appraising the reliability of the electric utility's transmission and distribution system, the board will consider the condition of the physical property and the size, training, supervision, availability, equipment, and mobility of the maintenance forces all as demonstrated in actual cases of storm and traffic damage to the facilities.

e. Each electric utility shall keep records of interruptions of service on its primary distribution system and shall make an analysis of the records for the purpose of determining steps to be taken to prevent recurrence of such interruptions.

f. Electric utilities shall make reasonable efforts to reduce the risk of future outages by taking into account the age, condition, design, and performance of transmission and distribution facilities, and providing adequate investment in the maintenance, repair, replacement, and upgrade of facilities and equipment.

g. Any electric utility unable to comply with applicable provisions of section 20.18 may file a waiver request identifying the specific provisions, reasons for non-compliance, and a plan, if the electric utility has one, for future compliance with the applicable provisions.

20.18(4) Definitions. Terms and formulas when used in section 20.18 are defined as follows:

"Critical loads" refer to loads for which electric service is considered crucial for the protection or maintenance of public safety, including, but not limited to hospitals, police stations, fire stations, critical water, and wastewater facilities.

"Customer" means (a) any person, firm, association, or corporation, (b) any agency of the federal, state, or local government, or (c) any legal entity responsible by law for payment of the electric service from the electric utility consisting of a separately metered electrical service point for which a bill is rendered. Each meter equals one customer.

"Customer Average Interruption Duration Index (CAIDI)" is the average interruption duration for those customers who experience interruptions during the year. It is calculated by dividing the annual sum of all customer interruption durations by the total number of customer interruptions.

$$\text{CAIDI} = \frac{\text{Sum of All Customer Interruption Durations}}{\text{Total Number of Customer Interruptions}}$$

"Distribution system" means that part of the electric system owned or operated by an electric utility and designed to operate at a nominal voltage of 25,000 volts or less.

"Electric service point" means the point of connection between the electric utility's equipment and the customer's equipment.

"Electric utility" means investor-owned electric utilities and electric cooperative corporations and associations owning, controlling, operating, or using transmission and distribution facilities and equipment subject to the board's jurisdiction.

"G/S" means a geospatial information system. This is an information management framework that allows the integration of various data and geospatial information.

"Interruption" is a loss of service to one or more consumers or other facilities and is the result of one or more component outages. The types of interruption include momentary event, sustained, and scheduled. The following interruptions causes shall not be included in the calculation of the reliability indices:

- a. Interruptions intentionally initiated pursuant to the provisions of an interruptible service tariff or contract and affecting only those customers taking electric service under such tariff or contract;
- b. Interruptions due to nonpayment of a bill;
- c. Interruptions due to tampering with service equipment;
- d. Interruptions due to denied access to service equipment located on the affected customer's private property;
- e. Interruptions due to hazardous conditions located on the affected customer's private property;
- f. Interruptions due to a request by the affected customer;
- g. Interruptions due to a request by a law enforcement agency, fire department, other governmental agency responsible for public welfare, or any agency or authority responsible for bulk power system security;
- h. Interruptions caused by the failure of customer's equipment; the operation of a customer's equipment in a manner inconsistent with law, an approved tariff, rule, regulation, or an agreement between the customer and the electric utility; or the

failure of a customer to take a required action that would have avoided the interruption, such as failing to notify the company of an increase in load when required to do so by a tariff or contract.

"Interruption duration" as used herein in regard to sustained outages means a period of time measured in one-minute increments, that starts when an electric utility is notified or becomes aware of an interruption and ends when an electric utility restores electric service. Durations of less than five minutes shall not be reported in sustained outages.

"Interruption, momentary" means single operation of an interrupting device that results in a voltage of zero. For example, two breaker or recloser operations equals two momentary interruptions. A momentary interruption is one where power is restored automatically.

"Interruption, momentary event" means an interruption of electric service to one or more customers of duration limited to the period required to restore service by an interrupting device. Note: Such switching operations must be completed in a specified time not to exceed five minutes. This definition includes all reclosing operations that occur within five minutes of the first interruption. For example, if a recloser or breaker operates two, three, or four times and then holds, the event shall be considered one momentary interruption event.

"Interruption, scheduled" means an interruption of electric power that results when a transmission or distribution component is deliberately taken out of service at a selected time, usually for the purposes of construction, preventative maintenance,

or repair. If it is possible to defer the interruption, the interruption is considered a scheduled interruption.

"Interruption, sustained" means any interruption not classified as a momentary event interruption. It is an interruption of electric service that is not automatically or "instantaneously" restored, with duration of greater than five minutes.

"Interrupting device" means a device capable of being reclosed whose purpose is to interrupt faults and restore service or disconnect loads. These devices can be manual, automatic, or motor-operated. Examples may include transmission breakers, feeder breakers, line reclosers, motor operated switches, fuses, or other devices.

"Loss of service" means the loss of electrical power, a complete loss of voltage, to one or more customers or meters. This does not include any of the power quality issues such as sags, swells, impulses, or harmonics. Also see Interruption.

"Major event" will be declared whenever extensive physical damage to transmission and distribution facilities has occurred within an electric utility's operating area due to unusually severe and abnormal weather or event and

- a. Wind speed exceeds 90 MPH for the affected area, or
- b. One-half inch of ice is present and wind speed exceeds 40 MPH for the affected area, or
- c. Ten percent of the affected area total customer count is out of electric service for a length of time to exceed five hours, or
- d. 20,000 customers in metropolitan areas are out of electric service for a length of time to exceed five hours.

"Meter" means, unless otherwise qualified, a device that measures and registers the integral of an electrical quantity with respect to time.

"Metropolitan area" means any community, or group of contiguous communities, with a population of 20,000 individuals or greater.

"Momentary average interruption frequency index (MAIFI)" is the average number of momentary electric service interruptions for each customer during the year. It is calculated by dividing the total number of customer momentary interruptions by the total number of customers served.

$$\text{MAIFI} = \frac{\text{Total No. Customer Momentary Interruptions}}{\text{Total Number of Customers Served}}$$

"OMS" is a computerized outage management system.

"Operating area" is a geographical area defined by the electric utility that is a distinct area for administration, operation, or data collection with respect to the facilities serving, or the service provided, within the geographical area.

"Outage" means the state of a component when it is not available to perform its intended function due to some event directly associated with that component. An outage may or may not cause an interruption of service to customers, depending on system configuration.

"Power quality," means the characteristics of electric power received by the customer, with the exception of sustained interruptions and momentary event interruptions. Characteristics of electric power that detract from its quality include waveform irregularities and voltage variations—either prolonged or transient. Power quality problems shall include, but are not limited to, disturbances such as high or

low voltage, voltage spikes and transients, flickers and voltage sags, surges and short-time overvoltages, as well as harmonics and noise.

"Rural circuit" is a circuit not defined as an Urban Circuit.

"System Average Interruption Duration Index (SAIDI)" is the average interruption duration per customer served during the year. It is calculated by dividing the sum of the customer interruption durations by the total number of customers served during the year.

$$\text{SAIDI} = \frac{\text{Sum of All Customer Interruption Durations}}{\text{Total Number of Customers Served}}$$

"System Average Interruption Frequency Index (SAIFI)" is the average number of interruptions per customer during the year. It is calculated by dividing the total annual number of customer interruptions by the total number of customers served during the year.

$$\text{SAIFI} = \frac{\text{Total Number of Customer Interruptions}}{\text{Total Number of Customers Served}}$$

"Total number of customers served," means the total number of customers served on the last day of the reporting period.

"Urban circuit" is a circuit where both 75 percent or more of its customers and 75 percent or more of its primary circuit miles are located within a Metropolitan area.

20.18(5) Record-keeping requirements.

a. Required records for electric utilities with over 25,000 Iowa customers.

(1) Each electric utility shall maintain a digitized, automated geospatial information system (GIS) and an automated outage management system (OMS) sufficient to determine a history of sustained electric service interruptions

experienced by each customer. The OMS shall have the ability to access data for each customer in order to determine a history of electric service interruptions. Data shall be sortable by each of, and in any combination with, the following factors:

1. State jurisdiction,
2. Operating area (if any),
3. Substation,
4. Circuit,
5. Number of interruptions in reporting period, and
6. Number of hours of interruptions in reporting period.

(2) Records on interruptions shall be sufficient to determine the following:

1. Starting date and time the utility became aware of the interruption;
2. Duration of the interruption;
3. Date and time service was restored;
4. Number of customers affected;
5. Description of the cause of the interruption;
6. Operating areas affected;
7. Circuit number(s) of the distribution circuit(s) affected;
8. Service account number or other unique identifier of each customer

affected;

9. Address of each affected customer location;
10. Weather conditions at time of interruption;

11. System component(s) involved (e.g., transmission line, substation, overhead primary main, underground primary main, transformer, etc.); and

12. Whether the interruption was planned or unplanned.

(3) Each electric utility shall maintain as much information as feasible on momentary outages and shall keep an annual count of recloser operations or equivalent information through application of monitoring technology.

(4) Each electric utility shall keep information on cause codes, weather codes, isolating device codes, and equipment failed codes.

1. The minimum interruption cause code set should include: animals, lightning, major event, scheduled, trees, overload, error, supply, equipment, other, unknown, and earthquake.

2. The minimum interruption weather code set should include: wind, lightning, heat, ice/snow, rain, clear day, and tornado/hurricane.

3. The minimum interruption isolating device set should include: breaker, recloser, fuse, sectionalizer, switch, elbow, and network protectors.

4. The minimum interruption equipment failed code set should include: cable, joint, transformer, conductor, splice, lightning arrester, switches, cross arm, pole, insulator, connector, other, and unknown.

5. Utilities may augment the above code sets to enhance tracking.

(5) An electric utility shall retain for seven years the records associated with this subrule.

(6) Each electric utility shall record the date of installation of facilities installed on or after April 1, 2002, and integrate that data into its GIS database.

b. Required records by other utilities:

(1) Each electric utility shall record and maintain sufficient records and reports that will enable it to calculate for the most recent seven year period the average annual hours of interruption per consumer due to causes in each of the following four major categories: Power Supplier, Major Storm, Scheduled, and All Other.

The category "scheduled" refers to interruptions resulting when a distribution transformer, line or owned substation is deliberately taken out of service at a selected time for maintenance or other reasons.

The interruptions resulting from either scheduled or unscheduled outages on lines or substations owned by the power supplier are to be accounted for in the power supplier category.

The category "major storm" represents service interruptions from conditions that cause many concurrent outages because of snow, ice, or wind loads that exceed design assumptions for the lines.

The "all other" category includes outages primarily resulting from emergency conditions due to equipment breakdown, malfunction, or human error.

(2) In recording interruptions, each electric utility shall use detailed standard codes for interruption analysis recommended by the United States Department of Agriculture, Rural Utilities Service (RUS) Bulletin 161-1, Table 1 and 2. This includes the major cause categories of equipment or installation, age or deterioration, weather, birds or animals, member (or public), and unknown. It shall also include the subcategories recommended by RUS for each of these major cause categories.

(3) Each electric utility shall also maintain and record data sufficient to enable it to compute system-wide calculated indices for SAIFI-, SAIDI-, and CAIDI-type measurements, once with the data associated with "major storms" and once without.

c. Each electric utility shall make its records of customer interruptions available to board staff as needed.

20.18(6) *Notification requirements and other reporting.*

a. *Notification.* Each electric utility with over 25,000 Iowa customers shall notify the board of any major event as defined in subrule 20.18(4) and of any other widespread outage considered significant by the electric utility. The notice shall be provided as soon as is practical once the occurrence of a major event becomes known to the electric utility. Notice shall be made by telephone to the Board's customer services section, by electronic mail to the board's general e-mail address, or by facsimile. The notice shall include, to the electric utility's best knowledge at the time:

- (1) The nature or cause of the major event;
- (2) The area affected by the major event;
- (3) The number of customers that have experienced a sustained interruption of service; and
- (4) The estimated time until service is restored.

The electric utility shall provide periodic updates to the board as new or improved information becomes available until all service is restored. The electric utility shall periodically report to the general public (via broadcasts or other media and by

updating telephone answering machines) its best estimate as to when the service will be restored.

b. Major event report. Each electric utility with over 25,000 Iowa customers shall submit a report to the board within 20 business days after the end of a major event.

The report shall include the following:

- (1) A description of the event;
- (2) The total number of customers out of service over the course of the major event at six hour intervals, identified by operating area or circuit area;
- (3) The longest customer interruption;
- (4) The damage cost estimates to the electric utility's facilities;
- (5) The date and time when storm center opened and closed;
- (6) The number of people used to restore service; and
- (7) The name and telephone number of a utility employee who may be contacted about the outage.

20.18(7) *Annual reliability and service quality report for utilities with more than 25,000 Iowa customers.*

Each electric utility with over 25,000 Iowa customers shall submit to the Board and Consumer Advocate on or before May 1st of each year an annual reliability report for the previous calendar year for the Iowa jurisdiction. The report shall include the following information.

a. Description of service area. Urban and rural Iowa service territory customer count, Iowa operating area customer count, if applicable, and major communities served within each operating area.

b. System reliability performance.

(1) An overall assessment of the reliability performance, including the urban and rural SAIFI, SAIDI, and CAIDI reliability indices for the previous calendar year for the Iowa service territory and each defined Iowa operating area, if applicable. This will include outages at the substation, transmission, and generation levels of the system that directly result in sustained interruptions to customers on the distribution system. These indices shall be calculated twice, once with the data associated with major events and once without. This assessment should contain tabular and graphical presentations of the trend for each index as well as the trends of the major causes of interruptions.

(2) The urban and rural SAIFI, SAIDI, and CAIDI reliability average indices for the previous five calendar years for the Iowa service territory and each defined Iowa operating area, if applicable. This will include outages at the substation, transmission, and generation levels of the system that directly result in sustained interruptions to customers on the distribution system. Calculation of the five-year average shall start with data from the year covered by the first Annual Reliability Report submittal so that by the fifth Annual Reliability Report submittal, a complete five-year average shall be available. These indices shall be calculated twice, once with the data associated with major events and once without.

(3) The MAIFI reliability indices for the previous five calendar years for the Iowa Service Territory and each defined Iowa Operating area for which momentary outages are tracked. The first annual report should specify which portions of the

system are monitored for momentary outages, identify and describe the quality of data used, and update as needed in subsequent reports.

c. Reporting on customer outages.

(1) The reporting electric utility shall provide tables and graphical representations showing, in ascending order, the total number of customers that experienced set numbers of sustained interruptions during the year (i.e., the number of customers who experienced zero interruptions, the number of customers who experienced one interruption, two interruptions, three interruptions, and so on).

Provide this for each of the following:

1. All Iowa customers, excluding major events.
2. All Iowa customers, including major events.

(2) The reporting electric utility shall provide tables and graphical representations showing, in ascending order, the total number of customers that experienced a set range of total annual sustained interruption duration during the year (i.e., the number of customers who experienced zero hours total duration, the number of customers who experienced greater than 0.0833 but less than 0.5 hour total duration, the number who experienced greater than 0.5 but less than 1.0 hours total duration, and so on reflecting half-hour increments of duration). Provide this for each of the following:

1. All Iowa customers, excluding major events.
2. All Iowa customers, including major events.

d. Major event summary. For each major event that occurred in the reporting period, the following information shall be provided:

- (1) A description of the area(s) impacted by each major event;
- (2) The total number of customers interrupted by each major event; and
- (3) The total number of customer-minutes interrupted by each major event.

e. Information on transmission and distribution facilities.

(1) The jurisdictional entity's expenditures for transmission construction and maintenance for the annual reporting period expressed both in constant 2000 dollars and nominal dollars.

(2) The jurisdictional entity's expenditures for distribution construction and maintenance for the annual reporting period expressed both in constant 2000 dollars and nominal dollars.

(3) Total circuit miles of electric distribution line in service at year's end, segregated by voltage level.

(4) Total circuit miles of electric transmission line in service at year's end, segregated by voltage level.

f. Plans and status report.

(1) A plan for future investment and safety, reliability, and service quality improvements (and associated costs) for the electric utility's transmission and distribution facilities that will ensure quality, safe, and reliable delivery of energy to customers.

1. The plan shall cover not less than the three years following the year in which the annual report was filed.

2. The plan shall identify all foreseeable reliability challenges and describe specific projects, and projected costs, for addressing each.

3. Provide a timetable for achievement of the plan's goals.

4. The plan must cover all operating areas, including a description of the relevant characteristics of each operating area and the age and condition of the utility's equipment and facilities in each operating area.

(2) A report on the implementation of the improvements proposed in prior reports for which completion has not been previously reported. Also identification of significant deviations from the prior year's plan and the reasons for the deviations.

g. Capital expenditure information.

(1) Each electric utility shall report on an annual basis the capital investment approved and capital investment completed in the electric utility's Iowa-based transmission and distribution infrastructure to ensure delivery of reliable electricity. This report shall include a list of the projects over \$100,000 in capital expenditures with a description of each project. The description shall include a list and location of each transmission and distribution facility that was modified, upgraded, replaced, and/or constructed as well as the costs and scope of work involved in the facility modification, upgrade, replacement, and/or construction.

(2) Each electric utility shall report the same capital expenditure data from the past three years in the same fashion as in the previous paragraph. The data shall be provided in each company's first annual report.

h. Maintenance.

(1) Total distribution maintenance budget and expenditures for each operating area and for the electric utility's entire Iowa system for the reporting year, compared to budgets and expenses for the last five years.

(2) Tree trimming.

1. Total annual tree trimming budget and actual expenses for each operating area and for the electric utility's entire Iowa system for the reporting year, compared to tree trimming budgets and expenses for the last five years.

2. Total annual projected and actual miles of distribution line tree trimmed for the reporting year for each operating area and for the electric utility's entire Iowa system for the reporting year, compared to the last five years.

3. In the event the utility's actual tree trimming performance, on a weighted system basis measured in circuit miles, lags its planned trimming schedule by more than six months, the utility shall be required to file for the Board's approval additional tree trimming status reports on a quarterly basis. Such reports shall describe the steps the utility will take to remediate its tree trimming performance and backlog. The additional quarterly reports shall continue until the utility's backlog has been reduced to zero.

i. Customer satisfaction.

(1) An overview of the number and substance of customers' safety and reliability complaints for the annual reporting period in each operating area, if any, and for the electric utility's entire Iowa system.

(2) The total number of written and telephone customer complaints received by the electric utility (regardless of whether the complaint was or was not filed with the Board) in the areas of safety, reliability, and power quality, by month received.

20.18(8) *Annual report for utilities with 25,000 or less Iowa customers.*

a. By July 1, 2002, each electric utility shall adopt and have approved by its board of directors or other governing authority a reliability plan and file an informational copy of the plan with the Board. The plan shall be updated not less than annually and shall describe the following:

(1) Its current reliability programs, including:

1. Tree trimming cycle, including descriptions and explanations of any changes to schedules and procedures reportable in accordance with 199 IAC 5.3(3)"c";

2. Animal contact reduction programs, if applicable;

3. Lightning outage mitigation programs, if applicable; and

4. Other programs the electric utility may identify as reliability-related.

(2) Current ability to track and monitor interruptions.

(3) How the electric utility plans to communicate its plan with customers/consumer owners.

b. By April 1, 2003, and each April 1 thereafter, each electric utility shall prepare for its board of directors or other governing authority a reliability report. A copy of the annual report shall be filed with the board for informational purposes, shall be made publicly available in its entirety to customers/consumer owners, and shall report on at least the following:

(1) Measures of reliability, including reliability indices as required in 20.18(5)"b"(3).

(2) Progress on any reliability programs identified in its plan, but not less than the applicable programs listed in subparagraph "a"(1).

20.18(9) *Inquiries about electric reliability.*

a. For electric utilities with over 25,000 Iowa customers: A customer may request a report from an electric utility about the service reliability of the circuit supplying the customer's own meter. Within 20 working days of receipt of the request, the electric utility shall supply the report to the customer at a reasonable cost. The report should identify which interruptions (number and durations) are due to major events.

b. Other utilities are encouraged to adopt similar responses to the extent it is administratively feasible.

Item 8. Amend **199—25.3(476,478)** as follows:

199—25.3 Inspection and maintenance plans.

25.3(1) *Filing of plan.* Each electric utility shall adopt and file with the board a written program for inspecting and maintaining its electric supply lines and substations (excluding generating stations) in order to determine the necessity for replacement, maintenance and repair, and for tree trimming or other vegetation management. If the plan is amended or altered, revised copies of the appropriate plan pages shall be filed.

25.3(2) *Annual report.* Each utility shall include as part of its annual report to the board, as required by 199—Chapter 23, certification of compliance with each area of the inspection plan or a detailed statement on areas of noncompliance.

25.3(3) *Contents of plan.* The inspection plan shall include the following elements:

a. *General.* A listing of all counties or parts of counties in which the utility has electric supply lines in Iowa. If the utility has district or regional offices responsible

for implementation of a portion of the plan, the addresses of those offices and a description of the territory for which they are responsible shall also be included.

b. Inspection ~~schedule~~ of lines, poles, and substations.

(1) Inspection schedules. The plan shall contain a ~~A~~ schedule for the periodic inspection of the various units of the utility's electric plant. The period between inspections shall be based on accepted good practice in the industry, but for lines and substations shall not exceed ten years for any given line or piece of equipment. Lines operated at 34.5 kV or above shall be inspected at least annually for damage and to determine the condition of the overhead line insulators.

~~e.~~*(2) Inspection coverage.* The plan shall provide for the inspection of all supply line and substation units within the adopted inspection periods and shall include a complete listing of all categories of items to be checked during an inspection.

(3) Conduct of inspections. Inspections shall be conducted in a manner conducive to the identification of safety, maintenance, and reliability concerns or needs.

~~d.~~*(4) Instructions to inspectors.* Copies of instructions or guide materials used by utility inspectors in determining whether a facility is in acceptable condition or in need of corrective action or further investigation.

c. Tree trimming or vegetation management plan.

(1) Schedule. The plan shall contain a schedule for periodic tree trimming or other measures to control vegetation growth under or along the various units of the utility's electric plant. The period between inspections shall be based on accepted

good practice in the industry and may vary depending on the nature of the vegetation at different locations.

(2) *Manner of tree trimming.* The plan shall include written procedures for the conduct of tree trimming or other forms of vegetation management. The procedures shall promote the safety and reliability of electric lines and facilities, and shall follow trimming practices that will protect the health of the tree and reduce undesirable regrowth patterns.

25.3(4) *Records.* Each utility shall keep sufficient records to demonstrate compliance with its inspection and tree trimming programs. For each inspection unit, the records of line, pole, and substation inspections shall include the inspection date(s), the findings of the inspection, and the disposition or scheduling of repairs or maintenance found necessary during the inspection. For each inspection unit, the records of tree trimming shall include the date(s) during which the work was conducted. The record shall be kept until two years after the next periodic inspection or trimming is completed or until all necessary repairs or maintenance are completed, whichever is longer.

Item 9. Amend **199—25.4(476,478)** as follows:

199—25.4 Correction of problems found during inspections. Corrective action shall be taken within a reasonable period of time on all potentially hazardous conditions, safety code noncompliances, maintenance needs, reliability considerations, or other concerns identified during inspections. Hazardous conditions shall be corrected promptly.

These amendments are intended to implement 476.1, 476.2, 476.1A, 476.8, 478.1, 478.3, 478.4, 478.12, and 478.18.

February 4, 2002

/s/ Diane Munns

Diane Munns
Chairman